

LTM Customer Complaint and Feedback Policy and Procedure

Version	1
Approved by	LTM Senior Management Team
Date of implementation	31 January 2019
Date of next review	31 January 2020
Policy owner	Assistant Director, Visitor Services

Policy Abstract

At London Transport Museum we are committed to providing an excellent experience for our customers. We welcome all feedback to ensure continuous improvement of the facilities and services that we provide.

At London Transport Museum we are committed to providing an excellent experience for our customers. We welcome all feedback to ensure continuous improvement of the facilities and services that we provide.

You can contact us in any of the following ways:

In person

A member of our team will listen to your feedback and take any immediate action necessary.

If your feedback requires investigation or a formal response, the team member will take your name and contact details to pass on the appropriate team.

Telephone

+44(0)20 7379 6344, Monday – Sunday 10:00 – 18:00

Please call us to speak directly to a team member.

If your feedback requires investigation or a formal response, the team member will take your name and contact details to pass on the appropriate team.

Email or post

feedback@ltmuseum.co.uk

Customer Feedback
London Transport Museum
39 Wellington Street
London
WC2E 7BB

Please write to us and provide as much information as you can, including:

- The nature of your feedback/complaint
- Relevant dates and times
- Details of any previous contact you have had with us
- Any further information you consider relevant to your complaint

Your correspondence will be directed to the relevant team for further investigation.

Next steps

We aim to respond to feedback within five (5) working days via the contact details you provide. We will supply a reference number for you to quote with any subsequent correspondence.

We will always work as quickly as possible, but we may need to ask for your patience whilst performing our investigation and finding a suitable resolution.

Resolution

We will always work to find the best possible solution, however, if you feel we have not achieved this, please write to:

feedback@ltmuseum.co.uk

Customer Feedback
Head of Customer Services
London Transport Museum
39 Wellington Street
London
WC2E 7BB

Please provide as much information as you can, including:

- Your reference number from previous correspondence
- The nature of your complaint
- Relevant dates and times
- Details of any previous contact you have had with us
- Any further information you consider relevant to your complaint

The appointed manager will respond within five (5) working days to acknowledge your complaint.

We will conduct an investigation to resolve all issues raised in your feedback and aim to resolve any issues within twenty (20) days of receipt of your email or letter.

Please note that we will only address complaints that are submitted within six (6) months of the date of the initial incident. The Head of Customer Services may extend this time frame at their discretion or with reasonable cause.

Privacy

London Transport Museum (LTM) and its service providers will use your personal information for the purpose of administering your complaint.

Your personal information will be properly safeguarded and processed in accordance with the requirements of privacy and data protection legislation. Please see our Privacy Policy at www.ltmuseum.co.uk/privacy for more information.